

**GRANTING CARD KEY/VISITOR ACCESS
to the SOC, ROC, 6000, and 1104**

Effective: August 24, 1999
Revised: May 21, 2004
Owner: Ken Elliott/Jim Calaway

PURPOSE

The purpose of this policy is to establish who can be granted card key access to the areas that house Information Technology Services' employees, including the Salt Lake Operations Center (SOC), located at 1130 State Office Building, Salt Lake City, Utah; the Richfield Operations Center (ROC), located at 350 S. 900 W, Richfield, Utah; the sixth floor of the State Office Building (6000); and, Room 1104 State Office Building (1104).

SCOPE

This policy applies to all ITS personnel, vendors of ITS, and customers of ITS.

BACKGROUND

The SOC, ROC, 6000, and 1104 are considered secure environments. Much of the processing and operations of the SOC and ROC are subject to federal and State security requirements, and as such, access must be limited. Work that takes place in 6000 and 1104 supports the SOC and ROC and must be a secure environment. The purpose of this policy is to define who shall be granted card key access to the SOC, ROC, 6000, and 1104.

POLICY

Access to the SOC, ROC, 6000, and 1104 shall be controlled by card key and/or ITS personnel authorized to grant access. Only those persons who have been approved by the ITS Director and Operations Manager, or a designated alternate, are allowed to have



direct access to the entrance of the SOC and ROC. The ITS Director designates who is allowed card key access to 6000 and 1104. This includes ITS staff members, technical support personnel, administrative personnel, and applications or equipment support personnel.

Additionally, photo identification badges will be issued to each card key holder. These ID badges must be worn, and visible, at all times while in SOC, ROC, 6000, and 1104.

Unaccompanied Card Key Access

Only those employees who are housed in the ITS Salt Lake Operation Center or the Richfield Operations Center or those who have responsibility for equipment or staff housed within these centers will have direct access. State agency personnel who have equipment housed within the ROC or SOC may request direct access, but must first complete the Access Request Form obtained from the ITS Human Resource person or Operations Staff. The form must be signed by the employee's Section Manager, indicating which areas the employee needs access to, and for what purpose. Access to specific areas within the SOC and ROC will be granted based upon the request form, the Supervisor's approval, and the approval of the Operations Manager, or a designated alternate. All employees who are granted unaccompanied card key access to the SOC, ROC, 6000, and 1104 must be fingerprinted and go through an FBI background check. (See Attachment A for additional ITS employee requirements)

Limited Card Key Access

Authorized vendor personnel servicing equipment housed within the SOC and ROC can obtain card key access to those areas by completing an Access Request Form. The completed form must be signed by the ITS manager responsible for the equipment to be serviced, indicating what equipment or service the vendor will provide, and the purpose for needing card key access. Access to specific areas within the SOC and ROC will be granted based upon the request form as approved by the Operations Manager or a designated alternate. All persons granted card key access must be fingerprinted and go through an FBI background check. The ITS Director has the final approval for granting card key access for all areas.



Escorted Card Key Access

Vendor personnel and technical support staff from other State agencies, and others, who have not been granted card key access, must gain access to the SOC, ROC, 6000, and 1104 entrance by signing the Visitor Register and obtaining a temporary badge. ITS staff at the entrance to the SOC, ROC, 6000, and 1104 will contact the ITS employee the visitor wishes to see. The ITS employee must escort the visitor at all times while in the SOC, ROC, 6000, and 1104.

After signing the register, if access to specific areas within the SOC or ROC has been granted, such as a vendor providing maintenance or service, the person's card key will grant access to the specific areas within the SOC or ROC. All escorted visitors must sign out with an ITS staff member upon exiting the SOC, ROC, 6000, and 1104.

It is the responsibility of those persons with card key access to ensure that they do not take anyone into the SOC or ROC without having them first sign the Visitor Register, receive a temporary badge, and are accompanied by a staff member who has access rights. If a person with card key access does let people in without following this policy they could lose their access privileges.

Lost or stolen card keys must be reported immediately. The card key will be replaced with a new card key and the missing card key will be immediately deactivated.



ATTACHMENT A

ITS Employee Requesting Temporary Access to SOC and ROC

Employees needing temporary access to the SOC and/or ROC should adhere to the following guidelines:

- The Operations staff receives a schedule of daily meetings in the TOC conference room. Meeting attendees should gather at the front entrance until just prior to the meeting time. Operations staff will grant access at the appropriate time. Those persons attending the meeting who do not have ITS employee badges or ITS vendor identification must sign in and receive a visitor badge.
- Employees meeting with ITS staff working within the SOC should use the telephone outside of the facility near the entrance (on the north wall) to call the person they are meeting to let them in.
- The break room in the SOC is intended to accommodate the 24 x 7 staff. Sixth Floor staff should use the refrigerators, coffee pots, and microwaves provided at that location. Employees are encouraged to use the break facilities nearest their work location.

